



State of Tennessee Department of Children’s Services
Strategic Plan 2014-2016

VISION & MISSION

Vision:
Tennessee’s children and youth are safe, healthy and back on track for success.

Mission:
Ensure forever families for children and youth by delivering high-quality, evidence-based services in partnership with the community.

STRATEGIC PRIORITIES

Safety, Health & Permanency	Evidence-Based Practice	Customer Focused, High-Performing Workforce	Partnerships	Communications
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STRATEGIC GOALS

Ensure every child is safe, healthy and supported in a forever home	Ensure practices of DCS and its providers are repeatable, sustainable and produce the best outcomes	Ensure high-quality customer service that is responsive, engaged, and customer focused	Strengthen our work through collaboration with stakeholders and community partners	Foster trust and credibility with internal and external audiences through reliable, accurate, transparent, and timely two-way communication
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OBJECTIVES

Ensure timely assessments and investigations Properly assess and develop permanency plans to meet each child’s unique needs Ensure service array meets the needs of children, youth and families Reduce maltreatment and recidivism through prevention and intervention Ensure youth have the resources and support needed to successfully transition to adulthood Acknowledge and support well-being of DCS staff	Collaborate between the Office of Information Technology and child welfare professionals to build and adjust effective data systems Strengthen understanding regarding evidence-based practice among staff and partners Ensure DCS policies and procedures are aligned with Best Practice Use and analyze data to inform and improve practice Ensure appropriate resources are allocated to improve evidence-based practice	Foster a respectful, responsive, engaged, and customer focused culture of excellence Identify and hire the right people in the right job Retain and develop quality employees through continuous professional development, coaching and training Foster a workforce that proactively adapts Ensure sustainability of efforts through thoughtful succession planning	Work with internal and external partners to define shared goals and objectives Tailor partnerships and services to reflect the unique needs of each community Work with the community and other partners to instill a sense of common responsibility Provide opportunities for meaningful participation of external stakeholders in policy development and decision making Foster a culture among DCS staff that embraces community input	Ensure communication messages are aligned with the Department’s Vision, Mission and Strategic Priorities Foster a culture of transparency while ensuring a right to privacy for families Build systems to achieve timely response in communications efforts and foster an appropriate sense of urgency Tell our story about the achievements and challenges of DCS’s children, youth, families, staff and stakeholders Develop effective two-way communication channels that allow DCS to solicit on-going input Develop capacity for consistent communications across multiple platforms
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